

Katie Ennis

Currently looking for new opportunities in the Maryland (DC metro) area or Remote

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Currently looking for new opportunities. Passionate about advocacy and alternative wellness.

Authorized to work in the US for any employer

Work Experience

Patient Care Technician - Dispensary Agent

Verilife / Pharmacann - Rockville, MD

March 2020 to March 2021

As a Cannabis Sales Consultant (CSC) I was responsible for creating a world-class customer experience for all customers. My goal was to promote a positive, customer service-oriented, and compliant work environment.

Duties and responsibilities

- Comply with all policy and procedures and all other operational objectives of the business., as well as executing visual standards and presentation needs to customer requirements, product performance, along with sales and marketing objectives.
- Meet & exceed personal sales volume and KPI goals.
- Drive repeat business through strong local networking and customer data capture, patient confidence inspiration, and building of patient loyalty.
- Maintain up to date knowledge on products and industry knowledge, including cannabis laws and regulation.
- Proactively answer customer questions and ensure knowledge of products and usage.
- Execute high customer experience standards, to include a world-class culture and industry-leading customer engagement through strong sales techniques and product knowledge.
- Accountable for accurately utilizing PharmaCann's Point of Sale system.
- Execute customer transactions with high attention to detail and ensure accuracy in register transactions.
- Execute PharmaCann's dispensary protocols including safety protocols.
- Maintain a clean and organized point of sale area.
- Assist and/or perform other duties as assigned, as well as in other functions of the operation, including but not limited to: call center, inventory, outreach, security, delivery acceptance, delivery, and visual merchandising.
- Inventory management: checking in new orders, creating products, etc. into MJ Platform; creating, certifying, and detailing product description on company's live menu.
- Contributions to cannabis education and training: collaborating on employee training as well as promoting cannabis education to all dispensary staff via Google Docs

State of Maryland Board Certified Pharmacy Technician

CVS Health - Darnestown, MD

September 2012 to March 2020

Along with the ability to follow both safety and various Federal and State departments guidelines on how to receive, enter, fill, file and dispense patients prescriptions, this position requires an individual who desires to help others and whom will provide this service in a friendly manner to those in need.

Skills and daily duties include:

- Prescription Processing and Data Entry
- Knowledge of Pharmaceutical calculations, terminology and pharmacy codes
- Medication Inventory Management
- Insurance claims entry, processing and verification and following proper COB (Coordination of Benefits)
- Customer Service and Customer Care
- Ability to work in a detail oriented manner and multitask while following all guidelines to ensure safety
- Ability to manage time in both entering prescriptions and filling scripts
- Ability to follow written instructions and comply with guidelines put in place by FDA/HIPPA/DEA and State and Federal law enforcement
- Labeling and dispensing medication
- Ability to identify and analyze problems and find solutions in a timely manner
- Research and resolve dosage conflicts, potentially harmful drug interactions, insurance issues and other matters to ensure patient safety/wellness and build customer loyalty.
- Contact patients to resolve issues regarding refills, prior authorizations and drug adherence

Operations Support and Social Media Assistant

Market Hardware, Inc - Bethesda, MD

March 2010 to September 2011

I started off at Market Hardware, Inc. in a Website Project Coordinator contract position. After the contract expired, Market Hardware, Inc. offered me a full time position as the Fulfillment Assistant and Social Media Assistant. Only 4 out of 11 contract position employees were offered a permanent position at that time. Due to my background and ability to take on responsibility, they assigned the additional position of HR Liaison to me. When the Office Manager retired, her responsibilities which included daily expense reports and assisting the executive team, also became part of my duties. Within 6 months of my start date, my title changed to Operations Support and Social Media Assistant, where I became more involved in day-to-day operations of each department, specifically in compiling daily reports and more intimately engaging in the social media aspects of the company.

Other duties:

- Formatted time cards for contractors and interns. Compared the time cards against system data to ensure accuracy and submitted them on a weekly basis.
- General office duties such as filing, faxing, scanning and taking inventory, and ordering supplies.

- Took over responsibility of incoming phone calls from a call center upon termination of contract with the call center. Phone responsibilities included answering inquiries, transferring calls, and entering sales leads into the Salesforce database.
- Answered Live Chat inquiries, obtained information from the client and transferred them to a sales rep.
- Received incoming checks from clients and made bank deposits for Market Hardware, Inc. while keeping track of bank receipts.
- Handled all "time off" requests and tracked them on the calendar.
- Boosted employee morale by sending out birthday notices and provided other fun activities for co-workers.
- Submitted invoices to headquarters to be paid and paid all online accounts to keep them up to date.
- Helped develop a social media initiative and then set up and maintained the following social media accounts: LinkedIn, Facebook, Twitter, YouTube, and Vimeo.
- Oversaw the moving of the office from beginning to end; from getting price quotes from various moving companies to the completion of the move and inspection of the furniture once it had arrived at the new office space.
- Was in charge of the new hire paperwork and set-up of new employees in the system as well as termination activities.
- Was in charge passwords for various accounts and kept records of those passwords and who had access.

Insurance Verification Specialist

The Eye Center - Rockville, MD

November 2008 to December 2009

Responsible for the completion of all insurance sheets for two medical specialist locations.

- Verify medical coverage dates, deductibles, co-pays, and confirm whether a referral is needed.
- Obtain authorization and benefit details for vision plans for both routine exams and materials.
- Utilize various web portals, provider call centers, and the use of Medisoft (medical practice management software) for insurance verification.
- Contact patients to update insurance information and to obtain any additional necessary information.
- Notify patients when insurance is not active or when authorizations for routine exams or materials are not available.
- Contact patients who require a referral.
- Complete insurance verification sheets in a timely fashion and that all necessary information is provided and is accurate for both patients appointment as well as for billing.
- Update policies, insurance benefit plan changes, and contact lists for insurance companies.

Human Resource Manager

MOM's - My Organic Market - Rockville, MD

March 2006 to March 2008

My position at MOM's was the Human Resource Manager and I was responsible for the day-to-day operations of the HR department, reporting to the CFO/HR Director. As an emerging department of a growing company, the position was tasked with the building of department infrastructure. I was responsible for implementing and managing a strong

recruitment and training system. During my first two weeks at MOM's I took it upon myself to setup and implement an online database where applicants could view current openings and apply online. There was no system beyond distributing, receiving and faxing of paper applications prior to this and I felt, as the company's core values are environmental, that it was important for them to reduce their paper usage and thus their carbon footprint. In my first year I went from being responsible for the recruiting efforts of four locations to six locations (including the Central Office).

Other responsibilities in this role included:

- Effective employee recruitment, hiring, orientation and training programs
- Monitor and manage labor & personnel file compliance
- Maintain up-to-date policies, procedures, databases, and documentation
- Employee communication and relations
- Benefits management and communication
- Management and regulatory reporting & analysis
- Networking and recruiting through the use of blogs and online communities and use of social networking tools such as Facebook and Myspace

Executive Assistant/Office Manager/ Human Resource Manager

The Arlington Institute - Arlington, VA

June 2005 to February 2006

Scheduling appointments and meetings, managing calendars, and travel arrangements

- Research
- Correspondence
- Purchasing
- Invoicing
- Project Manager overseeing office move
- Recruiting, screening, and interviewing for various positions such as: Quality Assurance Engineer, J2EE Developer, Project Manager, User Interface Engineer, as well as various other administrative and technical positions.

Recruiter

Redfox Recruiting Inc - Poolesville, MD

June 2004 to July 2005

Recruitment of Technical Recruiters who I placed with IT/Tech and Data Warehousing companies, System Integrators and Government Contractors, Administration, Event Planning, Web/Multimedia Design, Graphic Design, Publishing, and Marketing industries.

- Networking through joining online communities such as: LinkedIn, Myspace, and Yahoo Community Groups which allowed access and contact to potential candidates and clients as well as keep me up to date on the industries newest news and trends. I contacted local college career centers and attended job fairs and expos.
- Created marketing emails and newsletters that were eye catching and appealing to the reader, thus increasing the response rate (40% response rate). Emails were HTML enhanced and were sent out to thousands of individuals throughout the DC area. Information provided in these emails included job openings, summary of services, monthly candidate highlights, and industry trends and tips.
- Sourced, screened, qualified and placed candidates.

- Marketed positions to candidates, and submitted selected candidates to clients.
- Assisted candidates in reformatting resumes for submission.
- Wrote, edited, and posted job descriptions.
- Processed new hire paperwork and payroll information.
- Set up interviews between candidates and clients.
- Daily marketing emails and calls to both candidates and potential clients.
- Managed multiple client accounts simultaneously.
- Entered and updated client and candidate information in database.
- Mass marketing to DC area promoting services including cold calling, newsletters, and emailing.

Education

AA in Multi-Media in Multi-Media/Web Design

The Art Institute of Washington

Skills

- inventory
- Customer Service
- Billing
- Pharmacy
- Human Resources Management
- Pharmacy Technician Experience
- Blogging

Certifications and Licenses

Pharmacy Technician Certification